

Enterprise Incident Report January 2013

As of 2/1/2013

Natural Resources

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Natural Resources	Application Services	Danielle Hood	0 0	5 0	0 0	5 0
		Dustin Crump	0 0	6 2	0 0	6 2
		Martin Gonzalez	0 0	7 7	0 0	7 7
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	19 9	0 0	19 9
	Campus Networking	Jordy Davis	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Capitol Desktop Support	Danielle Hood	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Dale Hicks	1 0	1 0	0 0	2 0
		Assigned to Individual Total	1 0	1 0	0 0	2 0

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Natural Resources

			High	Low	Medium	FCR Total
Natural Resources	Enterprise Security	Dan Cook	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Help Desk	Brenda Treadway	0	2	0	2
			0	2	0	2
		Eileen Dubach	0	3	0	3
			0	3	0	3
		James Stearns	0	2	0	2
			0	2	0	2
		Julie VanBeekum	0	1	0	1
			0	1	0	1
		Vicky Marrelli	0	9	0	9
			0	9	0	9
		Assigned to Individual Total	0	17	0	17
			0	17	0	17
	Metro C Help Desk	Ross Owen	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Metro D Desktop Support	Denise Wardle	0	21	0	21
			0	11	0	11
		Dusty Serr	1	33	0	34
			1	21	0	22
		Koung Heng	0	51	0	51
			0	29	0	29
		Lynn McCrary	0	1	0	1
			0	0	0	0

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Natural Resources

			High	Low	Medium	FCR Total
Natural Resources	Metro D Desktop Support	Paul Gedge	0 0	3 0	0 0	3 0
		Assigned to Individual Total	1 1	109 61	0 0	110 62
	Metro D Help Desk	Doug Brown	0 0	25 24	0 0	25 24
		John Robinson	0 0	23 17	0 0	23 17
		Matthew Earl	0 0	25 9	0 0	25 9
		Assigned to Individual Total	0 0	73 50	0 0	73 50
	Metro D Hosting	David Hert	0 0	1 1	0 0	1 1
		Donny Ford	0 0	2 0	1 0	3 0
		Steven Haderlie	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 1	1 0	5 1
	Network Operations	Chris Green	0 0	1 0	1 0	2 0
		Michael Ostrander	0 0	1 0	1 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0	4 0
	PDA Billing	Nana Ewusi-emmim	0 0	1 0	0 0	1 0

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Natural Resources

			High	Low	Medium	FCR Total
Natural Resources	PDA Billing	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Rural Central Desktop Support	Jay Barfuss	0	10	0	10
			0	8	0	8
		Jessica Purcell	0	2	0	2
			0	2	0	2
		Rod Montoya	0	9	0	9
			0	8	0	8
		Todd Hardy	0	4	0	4
			0	4	0	4
		Assigned to Individual Total	0	25	0	25
			0	22	0	22
	Rural North Desktop Support	Dane Smith	0	2	0	2
			0	0	0	0
		Lori Hartzell	0	4	0	4
			0	3	0	3
	Rural South Desktop Support	Wayne Higgs	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	7	0	7
			0	4	0	4
	Rural South Desktop Support	Dan Anthony	0	6	0	6
			0	5	0	5
		Doug Thornton	0	4	0	4
			0	0	0	0
	Rural South Desktop Support	Joel Finlinson	0	4	0	4
			0	4	0	4
		Lane Adams	0	3	0	3
			0	0	0	0

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Natural Resources

			High	Low	Medium	FCR Total
Natural Resources	Rural South Desktop Support	Ryan Bennett	0	1	0	1
			0	0	0	0
		Silas Aitchison	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	20	0	20
			0	10	0	10
	Strategic Communications	Luis Larios	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	2	0	2
			0	2	0	2
		Assigned to Individual Total	0	2	0	2
			0	2	0	2
	Voice Operations	Gail Christiansen	0	1	0	1
			0	0	0	0
		Leon Owen	1	1	0	2
			0	0	0	0
		Romanza Hamblin Sorensen	0	6	0	6
			0	3	0	3
		Assigned to Individual Total	1	8	0	9
			0	3	0	3
	Voice/Data/WAN Services	Craig Thompson	0	1	0	1
			0	0	0	0
		Greg Blessing	0	1	0	1
			0	0	0	0
		Mark Thomas	0	1	0	1
			0	0	0	0

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Natural Resources

			High	Low	Medium	FCR Total
Natural Resources	Voice/Data/WAN Services	Spencer Blodgett	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Assigned Group Total		3	297	3	303
			1	182	0	183
Customer Company Total			3	297	3	303
			1	182	0	183

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Natural Resources

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Natural Resources	Application Services	Danielle Hood	0 0	5 3	0 0	5 3
		Dustin Crump	0 0	6 2	0 0	6 2
		Martin Gonzalez	0 0	7 4	0 0	7 4
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	19 9	0 0	19 9
	Campus Networking	Jordy Davis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Danielle Hood	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Dale Hicks	1 0	1 0	0 0	2 0
		Assigned to Individual Total	1 0	1 0	0 0	2 0

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Natural Resources

			High	Low	Medium	MIR Total
Natural Resources	Enterprise Security	Dan Cook	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	3 0	0 0	3 0
		James Stearns	0 0	2 1	0 0	2 1
		Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	17 1	0 0	17 1
	Metro C Help Desk	Ross Owen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro D Desktop Support	Denise Wardle	0 0	21 2	0 0	21 2
		Dusty Serr	1 0	33 1	0 0	34 1
		Koung Heng	0 0	51 1	0 0	51 1
		Lynn McCrary	0 0	1 0	0 0	1 0

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Natural Resources

			High	Low	Medium	MIR Total
Natural Resources	Metro D Desktop Support	Paul Gedge	0	3	0	3
			0	3	0	3
		Assigned to Individual Total	1	109	0	110
			0	7	0	7
	Metro D Help Desk	Doug Brown	0	25	0	25
			0	0	0	0
		John Robinson	0	23	0	23
			0	0	0	0
		Matthew Earl	0	25	0	25
			0	1	0	1
		Assigned to Individual Total	0	73	0	73
			0	1	0	1
	Metro D Hosting	David Hert	0	1	0	1
			0	0	0	0
		Donny Ford	0	2	1	3
			0	0	0	0
	Network Operations	Steven Haderlie	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	1	5
			0	0	0	0
	PDA Billing	Chris Green	0	1	1	2
			0	0	0	0
		Michael Ostrander	0	1	1	2
			0	0	1	1
		Assigned to Individual Total	0	2	2	4
			0	0	1	1
		Nana Ewusi-emmim	0	1	0	1
			0	0	0	0

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Natural Resources

			High	Low	Medium	MIR Total
Natural Resources	PDA Billing	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Rural Central Desktop Support	Jay Barfuss	0	10	0	10
			0	0	0	0
		Jessica Purcell	0	2	0	2
			0	0	0	0
		Rod Montoya	0	9	0	9
			0	0	0	0
		Todd Hardy	0	4	0	4
			0	0	0	0
		Assigned to Individual Total	0	25	0	25
			0	0	0	0
	Rural North Desktop Support	Dane Smith	0	2	0	2
			0	0	0	0
		Lori Hartzell	0	4	0	4
			0	0	0	0
	Rural South Desktop Support	Wayne Higgs	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	7	0	7
			0	0	0	0
	Rural South Desktop Support	Dan Anthony	0	6	0	6
			0	0	0	0
		Doug Thornton	0	4	0	4
			0	0	0	0
	Rural South Desktop Support	Joel Finlinson	0	4	0	4
			0	0	0	0
	Rural South Desktop Support	Lane Adams	0	3	0	3
			0	0	0	0

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Natural Resources

			High	Low	Medium	MIR Total
Natural Resources	Rural South Desktop Support	Ryan Bennett	0	1	0	1
			0	0	0	0
		Silas Aitchison	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	20	0	20
			0	1	0	1
	Strategic Communications	Luis Larios	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Voice Operations	Gail Christiansen	0	1	0	1
			0	0	0	0
		Leon Owen	1	1	0	2
			0	0	0	0
	Voice/Data/WAN Services	Romanza Hamblin Sorensen	0	6	0	6
			0	0	0	0
		Assigned to Individual Total	1	8	0	9
			0	0	0	0
		Craig Thompson	0	1	0	1
			0	0	0	0
		Greg Blessing	0	1	0	1
			0	0	0	0
		Mark Thomas	0	1	0	1
			0	0	0	0

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Natural Resources

			High	Low	Medium	MIR Total
Natural Resources	Voice/Data/WAN Services	Spencer Blodgett	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Assigned Group Total		3	297	3	303
			0	19	1	20
Customer Company Total			3	297	3	303
			0	19	1	20

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Natural Resources

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Natural Resources	Application Services	Danielle Hood	0 0.00	5 5.34	0 0.00	5 5.34
		Dustin Crump	0 0.00	6 0.85	0 0.00	6 0.85
		Martin Gonzalez	0 0.00	7 14.15	0 0.00	7 14.15
		Tony Larsen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	19 6.89	0 0.00	19 6.89
	Campus Networking	Jordy Davis	0 0.00	1 0.47	0 0.00	1 0.47
		Assigned to Individual Total	0 0.00	1 0.47	0 0.00	1 0.47
	Capitol Desktop Support	Danielle Hood	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Capitol Hosting	Dale Hicks	1 0.46	1 0.40	0 0.00	2 0.43

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Natural Resources

			High	Low	Medium	ATTIR Total
Natural Resources	Capitol Hosting	Assigned to Individual Total	1 0.46	1 0.40	0 0.00	2 0.43
	Enterprise Security	Dan Cook	0 0.00	1 0.06	0 0.00	1 0.06
		Assigned to Individual Total	0 0.00	1 0.06	0 0.00	1 0.06
	Help Desk	Brenda Treadway	0 0.00	2 0.00	0 0.00	2 0.00
		Eileen Dubach	0 0.00	3 0.20	0 0.00	3 0.20
		James Stearns	0 0.00	2 1.12	0 0.00	2 1.12
		Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	9 0.07	0 0.00	9 0.07
		Assigned to Individual Total	0 0.00	17 0.20	0 0.00	17 0.20
	Metro C Help Desk	Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro D Desktop Support	Denise Wardle	0 0.00	21 0.54	0 0.00	21 0.54
		Dusty Serr	1 0.00	33 0.24	0 0.00	34 0.23
		Koung Heng	0 0.00	51 0.11	0 0.00	51 0.11

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Natural Resources

			High	Low	Medium	ATTIR Total
Natural Resources	Metro D Desktop Support	Lynn McCrary	0 0.00	1 0.25	0 0.00	1 0.25
		Paul Gedge	0 0.00	3 1.79	0 0.00	3 1.79
		Assigned to Individual Total	1 0.00	109 0.28	0 0.00	110 0.28
	Metro D Help Desk	Doug Brown	0 0.00	25 0.02	0 0.00	25 0.02
		John Robinson	0 0.00	23 0.03	0 0.00	23 0.03
		Matthew Earl	0 0.00	25 0.21	0 0.00	25 0.21
		Assigned to Individual Total	0 0.00	73 0.09	0 0.00	73 0.09
	Metro D Hosting	David Hert	0 0.00	1 0.09	0 0.00	1 0.09
		Donny Ford	0 0.00	2 0.31	1 0.91	3 0.51
		Steven Haderlie	0 0.00	1 0.27	0 0.00	1 0.27
		Assigned to Individual Total	0 0.00	4 0.24	1 0.91	5 0.38
	Network Operations	Chris Green	0 0.00	1 0.00	1 0.55	2 0.27
		Michael Ostrander	0 0.00	1 0.22	1 2.08	2 1.15
		Assigned to Individual Total	0 0.00	2 0.11	2 1.31	4 0.71

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			High	Low	Medium	ATTIR Total
Natural Resources	PDA Billing	Nana Ewusi-emnim	0 0.00	1 0.10	0 0.00	1 0.10
		Assigned to Individual Total	0 0.00	1 0.10	0 0.00	1 0.10
	Rural Central Desktop Support	Jay Barfuss	0 0.00	10 0.06	0 0.00	10 0.06
		Jessica Purcell	0 0.00	2 0.00	0 0.00	2 0.00
		Rod Montoya	0 0.00	9 0.00	0 0.00	9 0.00
		Todd Hardy	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	25 0.03	0 0.00	25 0.03
	Rural North Desktop Support	Dane Smith	0 0.00	2 0.63	0 0.00	2 0.63
		Lori Hartzell	0 0.00	4 0.15	0 0.00	4 0.15
		Wayne Higgs	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	7 0.27	0 0.00	7 0.27
	Rural South Desktop Support	Dan Anthony	0 0.00	6 0.02	0 0.00	6 0.02
		Doug Thornton	0 0.00	4 0.45	0 0.00	4 0.45
		Joel Finlinson	0 0.00	4 0.14	0 0.00	4 0.14

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			High	Low	Medium	ATTIR Total
Natural Resources	Rural South Desktop Support	Lane Adams	0 0.00	3 0.41	0 0.00	3 0.41
		Ryan Bennett	0 0.00	1 0.40	0 0.00	1 0.40
		Silas Aitchison	0 0.00	2 3.13	0 0.00	2 3.13
		Assigned to Individual Total	0 0.00	20 0.52	0 0.00	20 0.52
	Strategic Communications	Luis Larios	0 0.00	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total	0 0.00	1 0.23	0 0.00	1 0.23
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	2 0.59	0 0.00	2 0.59
		Assigned to Individual Total	0 0.00	2 0.59	0 0.00	2 0.59
	Voice Operations	Gail Christiansen	0 0.00	1 0.40	0 0.00	1 0.40
		Leon Owen	1 0.00	1 0.09	0 0.00	2 0.05
		Romanza Hamblin Sorensen	0 0.00	6 0.20	0 0.00	6 0.20
		Assigned to Individual Total	1 0.00	8 0.21	0 0.00	9 0.19
	Voice/Data/WAN Services	Craig Thompson	0 0.00	1 0.26	0 0.00	1 0.26
		Greg Blessing	0 0.00	1 0.41	0 0.00	1 0.41

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			High	Low	Medium	ATTIR Total
Natural Resources	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.23	0 0.00	1 0.23
		Spencer Blodgett	0 0.00	1 0.34	0 0.00	1 0.34
		Assigned to Individual Total	0 0.00	4 0.31	0 0.00	4 0.31
	Assigned Group Total		3 0.15	297 0.64	3 1.18	303 0.64
Customer Company Total			3 0.15	297 0.64	3 1.18	303 0.64

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Natural Resources

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Natural Resources	Application Services	Danielle Hood	0 0	5 3	0 0	5 3
		Dustin Crump	0 0	6 3	0 0	6 3
		Martin Gonzalez	0 0	7 4	0 0	7 4
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	19 10	0 0	19 10
	Campus Networking	Jordy Davis	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Capitol Desktop Support	Danielle Hood	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Dale Hicks	1 0	1 0	0 0	2 0
		Assigned to Individual Total	1 0	1 0	0 0	2 0

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			High	Low	Medium	MR Total
Natural Resources	Enterprise Security	Dan Cook	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	3 0	0 0	3 0
		James Stearns	0 0	2 0	0 0	2 0
		Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	9 2	0 0	9 2
		Assigned to Individual Total	0 0	17 2	0 0	17 2
	Metro C Help Desk	Ross Owen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro D Desktop Support	Denise Wardle	0 0	21 3	0 0	21 3
		Dusty Serr	1 0	33 3	0 0	34 3
		Koung Heng	0 0	51 2	0 0	51 2
		Lynn McCrary	0 0	1 0	0 0	1 0

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Natural Resources

			High	Low	Medium	MR Total
Natural Resources	Metro D Desktop Support	Paul Gedge	0	3	0	3
			0	2	0	2
		Assigned to Individual Total	1	109	0	110
			0	10	0	10
	Metro D Help Desk	Doug Brown	0	25	0	25
			0	1	0	1
		John Robinson	0	23	0	23
			0	0	0	0
	Metro D Help Desk	Matthew Earl	0	25	0	25
			0	1	0	1
		Assigned to Individual Total	0	73	0	73
			0	2	0	2
	Metro D Hosting	David Hert	0	1	0	1
			0	0	0	0
		Donny Ford	0	2	1	3
			0	0	0	0
	Metro D Hosting	Steven Haderlie	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	1	5
			0	0	0	0
	Network Operations	Chris Green	0	1	1	2
			0	0	0	0
	Network Operations	Michael Ostrander	0	1	1	2
			0	0	1	1
		Assigned to Individual Total	0	2	2	4
			0	0	1	1
	PDA Billing	Nana Ewusi-emnim	0	1	0	1
			0	0	0	0

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Natural Resources

			High	Low	Medium	MR Total
Natural Resources	PDA Billing	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Rural Central Desktop Support	Jay Barfuss	0	10	0	10
			0	0	0	0
		Jessica Purcell	0	2	0	2
			0	0	0	0
		Rod Montoya	0	9	0	9
			0	0	0	0
		Todd Hardy	0	4	0	4
			0	0	0	0
		Assigned to Individual Total	0	25	0	25
			0	0	0	0
	Rural North Desktop Support	Dane Smith	0	2	0	2
			0	0	0	0
		Lori Hartzell	0	4	0	4
			0	0	0	0
	Rural South Desktop Support	Wayne Higgs	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	7	0	7
			0	0	0	0
	Rural South Desktop Support	Dan Anthony	0	6	0	6
			0	0	0	0
		Doug Thornton	0	4	0	4
			0	0	0	0
	Rural South Desktop Support	Joel Finlinson	0	4	0	4
			0	0	0	0
	Rural South Desktop Support	Lane Adams	0	3	0	3
			0	0	0	0

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Natural Resources

			High	Low	Medium	MR Total
Natural Resources	Rural South Desktop Support	Ryan Bennett	0	1	0	1
			0	0	0	0
		Silas Aitchison	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	20	0	20
			0	1	0	1
	Strategic Communications	Luis Larios	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Voice Operations	Gail Christiansen	0	1	0	1
			0	0	0	0
		Leon Owen	1	1	0	2
			0	0	0	0
		Romanza Hamblin Sorensen	0	6	0	6
			0	0	0	0
		Assigned to Individual Total	1	8	0	9
			0	0	0	0
	Voice/Data/WAN Services	Craig Thompson	0	1	0	1
			0	0	0	0
		Greg Blessing	0	1	0	1
			0	0	0	0
		Mark Thomas	0	1	0	1
			0	0	0	0

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Natural Resources

			High	Low	Medium	MR Total
Natural Resources	Voice/Data/WAN Services	Spencer Blodgett	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Assigned Group Total		3	297	3	303
			0	26	1	27
Customer Company Total			3	297	3	303
			0	26	1	27

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Natural Resources

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Natural Resources	Application Services	Danielle Hood	0 0.00	5 31.02	0 0.00	5 31.02
		Dustin Crump	0 0.00	6 43.67	0 0.00	6 43.67
		Martin Gonzalez	0 0.00	7 15.49	0 0.00	7 15.49
		Tony Larsen	0 0.00	1 1.81	0 0.00	1 1.81
		Assigned to Individual Total	0 0.00	19 27.76	0 0.00	19 27.76
	Campus Networking	Jordy Davis	0 0.00	1 246.05	0 0.00	1 246.05
		Assigned to Individual Total	0 0.00	1 246.05	0 0.00	1 246.05
	Capitol Desktop Support	Danielle Hood	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Capitol Hosting	Dale Hicks	1 0.53	1 0.66	0 0.00	2 0.60

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Natural Resources

			High	Low	Medium	ATTR Total
Natural Resources	Capitol Hosting	Assigned to Individual Total	1 0.53	1 0.66	0 0.00	2 0.60
	Enterprise Security	Dan Cook	0 0.00	1 0.33	0 0.00	1 0.33
		Assigned to Individual Total	0 0.00	1 0.33	0 0.00	1 0.33
	Help Desk	Brenda Treadway	0 0.00	2 0.00	0 0.00	2 0.00
		Eileen Dubach	0 0.00	3 0.20	0 0.00	3 0.20
		James Stearns	0 0.00	2 1.24	0 0.00	2 1.24
		Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	9 18.76	0 0.00	9 18.76
		Assigned to Individual Total	0 0.00	17 10.11	0 0.00	17 10.11
	Metro C Help Desk	Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro D Desktop Support	Denise Wardle	0 0.00	21 2.44	0 0.00	21 2.44
		Dusty Serr	1 0.00	33 2.22	0 0.00	34 2.15
		Koung Heng	0 0.00	51 0.63	0 0.00	51 0.63

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Natural Resources

			High	Low	Medium	ATTR Total
Natural Resources	Metro D Desktop Support	Lynn McCrary	0 0.00	1 1.61	0 0.00	1 1.61
		Paul Gedge	0 0.00	3 6.15	0 0.00	3 6.15
		Assigned to Individual Total	1 0.00	109 1.63	0 0.00	110 1.62
	Metro D Help Desk	Doug Brown	0 0.00	25 0.53	0 0.00	25 0.53
		John Robinson	0 0.00	23 0.28	0 0.00	23 0.28
		Matthew Earl	0 0.00	25 2.43	0 0.00	25 2.43
		Assigned to Individual Total	0 0.00	73 1.10	0 0.00	73 1.10
	Metro D Hosting	David Hert	0 0.00	1 0.32	0 0.00	1 0.32
		Donny Ford	0 0.00	2 1.13	1 2.55	3 1.61
		Steven Haderlie	0 0.00	1 0.85	0 0.00	1 0.85
		Assigned to Individual Total	0 0.00	4 0.86	1 2.55	5 1.20
	Network Operations	Chris Green	0 0.00	1 0.15	1 0.55	2 0.35
		Michael Ostrander	0 0.00	1 1.26	1 4.28	2 2.77
		Assigned to Individual Total	0 0.00	2 0.70	2 2.41	4 1.56

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Natural Resources

			High	Low	Medium	ATTR Total
Natural Resources	PDA Billing	Nana Ewusi-emmim	0 0.00	1 0.52	0 0.00	1 0.52
		Assigned to Individual Total	0 0.00	1 0.52	0 0.00	1 0.52
	Rural Central Desktop Support	Jay Barfuss	0 0.00	10 0.20	0 0.00	10 0.20
		Jessica Purcell	0 0.00	2 0.00	0 0.00	2 0.00
		Rod Montoya	0 0.00	9 0.09	0 0.00	9 0.09
		Todd Hardy	0 0.00	4 2.31	0 0.00	4 2.31
		Assigned to Individual Total	0 0.00	25 0.48	0 0.00	25 0.48
	Rural North Desktop Support	Dane Smith	0 0.00	2 3.37	0 0.00	2 3.37
		Lori Hartzell	0 0.00	4 0.15	0 0.00	4 0.15
		Wayne Higgs	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	7 1.05	0 0.00	7 1.05
	Rural South Desktop Support	Dan Anthony	0 0.00	6 0.94	0 0.00	6 0.94
		Doug Thornton	0 0.00	4 1.06	0 0.00	4 1.06
		Joel Finlinson	0 0.00	4 0.14	0 0.00	4 0.14

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Natural Resources

			High	Low	Medium	ATTR Total
Natural Resources	Rural South Desktop Support	Lane Adams	0 0.00	3 0.45	0 0.00	3 0.45
		Ryan Bennett	0 0.00	1 0.40	0 0.00	1 0.40
		Silas Aitchison	0 0.00	2 3.13	0 0.00	2 3.13
		Assigned to Individual Total	0 0.00	20 0.92	0 0.00	20 0.92
	Strategic Communications	Luis Larios	0 0.00	1 2.03	0 0.00	1 2.03
		Assigned to Individual Total	0 0.00	1 2.03	0 0.00	1 2.03
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	2 2.29	0 0.00	2 2.29
		Assigned to Individual Total	0 0.00	2 2.29	0 0.00	2 2.29
	Voice Operations	Gail Christiansen	0 0.00	1 1.05	0 0.00	1 1.05
		Leon Owen	1 0.97	1 0.09	0 0.00	2 0.53
		Romanza Hamblin Sorensen	0 0.00	6 0.58	0 0.00	6 0.58
		Assigned to Individual Total	1 0.97	8 0.58	0 0.00	9 0.62
	Voice/Data/WAN Services	Craig Thompson	0 0.00	1 0.26	0 0.00	1 0.26
		Greg Blessing	0 0.00	1 3.50	0 0.00	1 3.50

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Natural Resources

			High	Low	Medium	ATTR Total
Natural Resources	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.23	0 0.00	1 0.23
		Spencer Blodgett	0 0.00	1 0.59	0 0.00	1 0.59
		Assigned to Individual Total	0 0.00	4 1.15	0 0.00	4 1.15
	Assigned Group Total		3 0.50	297 4.26	3 2.46	303 4.21
Customer Company Total			3 0.50	297 4.26	3 2.46	303 4.21

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Natural Resources

Detail

INC000000606653	Randall Thacker	Application	Error	Gmail		TIR Missed: No	0.99
	Technical Lead/Project Manager	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: No	4.12
INC000000612453	Mike Canning	Application	Error	Gmail		TIR Missed: Yes	5.38
	Application Services	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: No	5.73
INC000000613362	Keith Fullenkamp	PC/Laptop	Hardware	None		TIR Missed: No	0.61
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Resolved	TTR Missed: No	0.61
INC000000614183	Justina Parsons-Bernstein	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Natural Resources	Low	Resolved	TTR Missed: Yes	8.93
INC000000615180	David Shearer	None	None	None		TIR Missed: No	0.47
	Campus Networking	Jordy Davis	Natural Resources	Low	Closed	TTR Missed: Yes	246.05
INC000000617237	Dustin Mitchell	Application	Error	None		TIR Missed: No	0.22
	Network Operations	Michael Ostrander	Natural Resources	Low	Closed	TTR Missed: No	1.26
INC000000618732	Kent Hersey	Application	Error	Gmail		TIR Missed: No	0.06
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: Yes	110.86
INC000000620384	Jordan Perez	Application	Reporting	Gmail		TIR Missed: Yes	42.76
	Application Services	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: Yes	42.76
INC000000620398	George Oliver	Application	Error	Gmail		TIR Missed: Yes	42.48
	Application Services	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: Yes	42.53
INC000000624059	Thu Vo-Wood	Application	None	None		TIR Missed: No	0.45
	Application Services	Danielle Hood	Natural Resources	Low	Closed	TTR Missed: Yes	108.23
INC000000624246	Alene Whittekiend	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: Yes	55.86
INC000000624490	Earlene Russell	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Dustin Crump	Natural Resources	Low	Closed	TTR Missed: Yes	145.21
INC000000626503	Lee Eschler	PC/Laptop	Error	None		TIR Missed: No	0.18
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	2.52
INC000000626592	James Greer	None	None	None		TIR Missed: No	0.27
	Metro D Hosting	Steven Haderlie	Natural Resources	Low	Closed	TTR Missed: No	0.85
INC000000627385	Amanda Hintz	Network	Incident	None		TIR Missed: Yes	1.20
	Application Services	Dustin Crump	Natural Resources	Low	Closed	TTR Missed: Yes	108.00
INC000000627837	Rosalee Nolton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.40
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: Yes	10.92

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Natural Resources

INC000000627913	Bradford Westrich	Application	Error	None		TIR Missed: No	0.06
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.51
INC000000627924	Amanda Hintz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: Yes	47.11
INC000000629204	Michael Vanden Berg	None	None	None		TIR Missed: No	0.56
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: Yes	20.24
INC000000630227	Kathy Jo Martinez	Application	Error	None		TIR Missed: No	0.23
	Rural South Desktop Support	Lane Adams	Natural Resources	Low	Closed	TTR Missed: No	0.23
INC000000630536	Tait Larson	None	None	Gmail		TIR Missed: No	0.25
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.25
INC000000630543	Don Staley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000630568	Christopher Quick	PC/Laptop	Error	None		TIR Missed: No	0.42
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	1.40
INC000000630606	Marsha Bentley	Telecom	Voice Mail	Telephone		TIR Missed: No	0.50
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	0.58
INC000000630616	Pam Martin	None	None	None		TIR Missed: No	0.09
	Metro D Hosting	David Hert	Natural Resources	Low	Closed	TTR Missed: No	0.32
INC000000630647	Bret Dixon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000630723	Spencer Weston	Application	Error	ArcGIS Server Applications		TIR Missed: No	0.75
	Rural North Desktop Support	Dane Smith	Natural Resources	Low	Closed	TTR Missed: No	4.38
INC000000630769	Sharon Gallegos	Network	Password	Utah Master Directory		TIR Missed: Yes	1.47
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	1.59
INC000000630847	Richard Giraud	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.10
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.27
INC000000630897	Don Staley	Application	Error	Dreamweaver		TIR Missed: No	0.68
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: Yes	6.01
INC000000631059	Travis Nowers	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000631146	Natalie Harmon	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	1.17
INC000000631170	Craig Miller	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000631237	Scott White	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000631296	Jodi Becker	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000631317	Val Anderson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.12
INC000000631352	Don Staley	None	None	None		TIR Missed: Yes	18.67
	Application Services	Danielle Hood	Natural Resources	Low	Closed	TTR Missed: Yes	34.95
INC000000631533	Mark L Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000631578	Melinda Bennion	Application	None	Internet Explorer		TIR Missed: No	0.89
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	1.41
INC000000631646	Terry Monroe	Application	Error	None		TIR Missed: No	0.57
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Closed	TTR Missed: No	0.57
INC000000631778	Doug Lukes	Application	Error	Gmail		TIR Missed: No	0.36
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	2.16
INC000000631783	Lisa Thredgold	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000631785	Natalie Boren	PC/Laptop	Error	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000631897	Gregg Beukelman	Application	Password	Utah Master Directory		TIR Missed: No	0.31
	Help Desk	Eileen Dubach	Natural Resources	Low	Closed	TTR Missed: No	0.31
INC000000631908	Roger Kerstetter	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000632158	Thu Vo-Wood	None	None	None		TIR Missed: No	0.70
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	20.99
INC000000632218	Earlene Russell	Application	None	Gmail		TIR Missed: Yes	5.44
	Application Services	Danielle Hood	Natural Resources	Low	Closed	TTR Missed: Yes	8.12
INC000000632254	Becky Johnson	Telecom	Dial Tone	Telephone		TIR Missed: No	0.41
	Voice/Data/WAN Services	Greg Blessing	Natural Resources	Low	Closed	TTR Missed: No	3.50
INC000000632272	Ty Hunter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000632278	Mike Suflita	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000632402	David R Lee	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.08
INC000000632470	Sharon Gallegos	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.02
INC000000632577	Bret Dixon	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000632693	Angela Nance	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000632724	Kevin Wheeler	PC/Laptop	Performance	None		TIR Missed: No	0.42
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	1.90
INC000000632787	Tracy Robinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000632830	Douglas Sprinkel	Application	Error	Gmail		TIR Missed: No	0.43
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	2.34
INC000000632882	Heather Talley	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000632945	Amy Vande Voort	Application	Error	Gmail		TIR Missed: No	0.56
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	4.22
INC000000633088	Lance Weaver	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.51
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	1.11
INC000000633108	Daniel Eddington	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000633131	Connie Shipman	Telecom	Call/Receive	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	0.44
INC000000633136	Eric Millis	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000633137	Chris Wood	PC/Laptop	None	None		TIR Missed: No	0.73
	Rural South Desktop Support	Lane Adams	Natural Resources	Low	Closed	TTR Missed: No	0.83
INC000000633197	Bret Dixon	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.08
INC000000633243	Kami Madsen	Network	Error	None		TIR Missed: No	0.55
	Network Operations	Chris Green	Natural Resources	Medium	Closed	TTR Missed: No	0.55
INC000000633256	Jo Ogea	None	None	None		TIR Missed: No	0.36
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.66

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Natural Resources

INC000000633344	Kami Madsen	None	None	None		TIR Missed: No	0.00
	Network Operations	Chris Green	Natural Resources	Low	Closed	TTR Missed: No	0.15
INC000000633364	Penny Berry	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000633417	Rebekah Wood	Network	Incident	Utah Master Directory		TIR Missed: No	0.09
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.09
INC000000633453	Rusty Andersen	Network	Error	Utah Master Directory		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.43
INC000000633477	Penny Berry	Application	Error	Gmail		TIR Missed: No	0.08
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	4.30
INC000000633481	Randy Wood	Application	None	Gmail		TIR Missed: Yes	7.88
	Application Services	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: Yes	7.88
INC000000633494	Rusty Andersen	Application	Error	ZENworks for Desktops		TIR Missed: No	0.10
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.34
INC000000633506	Kirk I Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000633689	Lacy Turnbow	Application	Error	Gmail		TIR Missed: No	0.41
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	1.01
INC000000633693	Sandy Olney	Application	Password	Utah Master Directory		TIR Missed: No	0.51
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	1.01
INC000000633716	Jan Morse	Application	None	Gmail		TIR Missed: No	0.28
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: Yes	12.91
INC000000633784	Karen Caldwell	Application	Error	Gmail		TIR Missed: No	0.98
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	2.65
INC000000633868	Gayle Allred	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000633882	Teri Paul	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000633885	Teri Paul	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000633886	Morgan Williams	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000633891	Crystal Carpenter	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000633903	Megan Blackwelder	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000633925	Lance Weaver	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000633973	Marni Lee	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634052	Holly Betteridge	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634070	Blanche Smith	Telecom	Voice Mail	Telephone		TIR Missed: No	0.00
	Voice Operations	Leon Owen	Natural Resources	High	Closed	TTR Missed: No	0.97
INC000000634160	Daniel Eddington	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.23
	Metro D Hosting	Donny Ford	Natural Resources	Low	Closed	TTR Missed: No	1.64
INC000000634183	Anis Aoude	Application	Error	None		TIR Missed: No	0.79
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	2.78
INC000000634239	John Neill	Print/Copy/Scan/Fax	None	Gmail		TIR Missed: No	0.10
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.18
INC000000634245	Bill James	Application	Error	None		TIR Missed: No	0.36
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	1.97
INC000000634344	Randy Harrison	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	2.34
INC000000634350	Gregg Beukelman	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634372	Victoria Nielsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634461	Clair Shaffer	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634478	Randy Harrison	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	5.67
INC000000634480	Tyler Burningham	None	None	None		TIR Missed: No	0.48
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	2.28
INC000000634483	Wendy Christensen	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.79
INC000000634510	Gayle Allred	Application	Reporting	FrontEnd		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000634530	Robert Leake	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634655	Jill Marriott	None	None	None		TIR Missed: No	0.38
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.64
INC000000634663	Tom Wilson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634684	Stephen Hansen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634688	Therese Meyer	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634691	Sarah Lindsey	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634693	Ben Sutter	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634696	Eric Anderson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634698	Mike Canning	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634700	Carmen Bailey	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634701	Bill James	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634818	Gregg Beukelman	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634842	Alexis Huefner	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.07
INC000000634843	Suzanne Steab	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.05
INC000000634917	Vicky Dyson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.42
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.54
INC000000634930	Jan Morse	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000634954	Robert Fitts	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000635001	Julie Lovato	Application	Error	Gmail		TIR Missed: Yes	2.24
Help Desk		James Stearns	Natural Resources	Low	Closed	TTR Missed: No	2.49
INC000000635125	Cristy Buttars	Telecom	None	None		TIR Missed: No	0.11
Voice Operations		Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	1.37
INC000000635142	Julie Carter	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.88
Application Services		Danielle Hood	Natural Resources	Low	Closed	TTR Missed: No	1.30
INC000000635176	Wayne Hedberg	Application	Password	Utah Master Directory		TIR Missed: No	0.01
Help Desk		Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.09
INC000000635263	Russell Norvell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000635289	Hal Stout	Application	Error	Gmail		TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000635427	Dave Cole	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support		Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000635482	Brandon Gerig	PC/Laptop	None	None		TIR Missed: No	0.00
Rural South Desktop Support		Dan Anthony	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000635552	Joel Williams	Network	Error	None		TIR Missed: Yes	2.81
Metro D Desktop Support		Paul Gedge	Natural Resources	Low	Closed	TTR Missed: Yes	6.22
INC000000635711	Pam Perri	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk		Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000635728	David R Lee	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
Rural Central Desktop Support		Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000635925	John Rogers	Application	Error	Gmail		TIR Missed: No	0.00
Metro D Help Desk		John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000635957	Sandra Grow	Application	Reporting	Gmail		TIR Missed: No	0.00
Help Desk		James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000635974	John Rogers	Application	None	Postini		TIR Missed: No	0.20
Technical Lead/Project Manager		Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: No	0.46
INC000000636007	Covy Jones	Network	Password	Utah Master Directory		TIR Missed: No	0.00
Rural Central Desktop Support		Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.03
INC000000636031	Tom Wilson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000636056	Pam Martin	Application	Error	None		TIR Missed: No	0.15
Metro D Desktop Support		Dusty Serr	Natural Resources	Low	Closed	TTR Missed: Yes	18.60

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Natural Resources

INC000000636209	Patsy Baggs	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	6.10
INC000000636228	Susan Zarekarizi	Application	Reporting	Gmail		TIR Missed: No	0.06
	Enterprise Security	Dan Cook	Natural Resources	Low	Closed	TTR Missed: No	0.33
INC000000636273	Ben Erickson	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000636274	Karl Houskeeper	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000636289	Dave Cole	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000636391	Jill Marriott	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000636394	Lance Weaver	EIS Hardware	None	None		TIR Missed: No	0.23
	Strategic Communications	Luis Larios	Natural Resources	Low	Closed	TTR Missed: No	2.03
INC000000636668	Ronald Nielsen	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.11
INC000000636671	Steve Gray	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.05
INC000000636765	Marie Jackson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000636778	Bruce C Johnson	PC/Laptop	Error	None		TIR Missed: Yes	1.19
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	1.62
INC000000636787	James Kirkland	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000636998	Dave Marble	Application	Password	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637016	Dave Marble	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637085	Keith Day	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637112	Brenda Velasquez	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637119	Ryan Carter	Application	Error	Gmail		TIR Missed: No	0.42
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.42

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Natural Resources

INC000000637191	Mike Nelson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637193	Gavin McGregor	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637235	Trina Hedrick	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637244	Terry Heath	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637258	Darin Bird	None	None	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637295	Darin Bird	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637298	Kaelyn Anfinson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	High	Closed	TTR Missed: No	0.00
INC000000637321	Priscilla Burton	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637322	Sheri Sasaki	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637323	Rosalee Nolton	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637327	Trent Bristol	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637462	Candice Hasenyager	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637465	Travis Nowers	PC/Laptop	Error	None		TIR Missed: No	0.41
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: Yes	6.10
INC000000637467	Jim Egbert	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637517	Tony Wood	None	None	None		TIR Missed: No	0.42
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	1.52
INC000000637529	Marcia Keddy	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637535	Adam Brewerton	Application	Error	Postini		TIR Missed: No	0.00
	Application Services	Dustin Crump	Natural Resources	Low	Closed	TTR Missed: No	1.95

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Natural Resources

INC000000637559	Tyler Knudsen	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637703	Jason Curry	None	None	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637769	Tammy Wright	None	None	None		TIR Missed: No	0.50
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	2.28
INC000000637893	Blanche Smith	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637927	Danielle Mills	EIS Hardware	Printer	None		TIR Missed: No	0.27
	Rural South Desktop Support	Lane Adams	Natural Resources	Low	Resolved	TTR Missed: No	0.28
INC000000637929	Pam Martin	Application	Error	None		TIR Missed: No	0.79
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	2.52
INC000000637930	Tanna Fullenkamp	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.80
INC000000637985	Hollie Brown	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637987	Leon Tate	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000637990	Kelly Joe Wright	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638012	Teinamarrie Scuderi	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638016	Jane Martinez	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638017	Vicki Leetham	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638020	Jeff Briggs	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638021	Tyre Hofeltz	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638087	Ben Sutter	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638088	Bill James	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000638141	Eric Anderson	Application	None	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638195	Darin Bird	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638198	Tyler Burningham	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638209	Tony Wood	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638275	Dan Ames	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638322	Dave Cole	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638334	Marcia Keddy	Application	Password	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638467	Jim Egbert	PC/Laptop	Password	None		TIR Missed: No	0.42
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.44
INC000000638554	Dave Cole	None	None	None		TIR Missed: No	0.38
	Metro D Hosting	Donny Ford	Natural Resources	Low	Closed	TTR Missed: No	0.63
INC000000638694	Kirk I Smith	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638787	Ryan Mosley	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638790	Richard Powell	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000638859	Colleen Keyes	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000638873	Boyde Blackwell	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
	Voice Operations	Leon Owen	Natural Resources	Low	Resolved	TTR Missed: No	0.09
INC000000638972	Rusty Andersen	Application	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000638983	Brent Stettler	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000639036	Meridith Perkins	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.00

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Natural Resources

INC000000639037	Ruth Mitchell	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000639039	Tanna Fullenkamp	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000639068	Russell Norvell	Application	None	Postini		TIR Missed: No	0.54
	Application Services	Martin Gonzalez	Natural Resources	Low	Resolved	TTR Missed: No	0.63
INC000000639327	Brenda Woolsey	None	None	None		TIR Missed: No	0.40
	Rural South Desktop Support	Ryan Bennett	Natural Resources	Low	Resolved	TTR Missed: No	0.40
INC000000639371	Bob Hanover	None	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Natural Resources	Low	Resolved	TTR Missed: No	1.81
INC000000639412	Kathi Galusha	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000639446	Susan Zarekarizi	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000639473	Richard Gibbs	Application	Password	PGP		TIR Missed: No	0.65
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Resolved	TTR Missed: No	1.57
INC000000639591	Natattie Wilson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000639610	Nicole Dennison	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000639649	Leon Tate	Mobile Devices	Error	None		TIR Missed: No	0.25
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Resolved	TTR Missed: No	1.61
INC000000639655	Bryan Christensen	Telecom	Voice Mail	None		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.53
INC000000639698	Cory Inglet	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000639809	Jennifer Biggs	Application	Error	None		TIR Missed: No	0.40
	Capitol Hosting	Dale Hicks	Natural Resources	Low	Resolved	TTR Missed: No	0.66
INC000000639813	Vicky Dyson	Application	Error	None		TIR Missed: No	0.46
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.67
INC000000639939	Craig Schaugaard	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000639943	Terry Howick	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00

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INC000000640027	Jordan Nielson	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low Resolved	TTR Missed: No	0.51
INC000000640209	Greg Mcdonald	Application	Error	gmail	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000640283	Vicky Dyson	None	None	None	TIR Missed: No	0.23
	Voice/Data/WAN Services	Mark Thomas	Natural Resources	Low Resolved	TTR Missed: No	0.23
INC000000640342	Susan Odekirk	None	None	None	TIR Missed: Yes	1.80
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Resolved	TTR Missed: No	3.35
INC000000640458	Colleen Keyes	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low Resolved	TTR Missed: No	1.74
INC000000640462	Ruth Mitchell	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low Resolved	TTR Missed: No	1.71
INC000000640463	Randy Kaufman	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000640465	Nicole Dennison	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low Resolved	TTR Missed: No	1.68
INC000000640467	Nicole Dennison	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low Resolved	TTR Missed: No	1.68
INC000000640657	Krissy Wilson	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000640708	April Abate	Application	Error	Google Chrome	TIR Missed: Yes	7.56
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Resolved	TTR Missed: Yes	11.72
INC000000640732	Rosalee Nolton	Telecom	Area Code	Telephone	TIR Missed: No	0.40
	Voice Operations	Gail Christiansen	Natural Resources	Low Resolved	TTR Missed: No	1.05
INC000000640811	Gayle Allred	Application	Password	PGP	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000640876	Dana Dolsen	Application	Reporting	PGP	TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low Resolved	TTR Missed: No	0.80
INC000000640891	Tracy Dunford	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000641086	James Owen	Application	Error	None	TIR Missed: No	0.46
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Resolved	TTR Missed: No	4.64
INC000000641096	Jennifer Jones	PC/Laptop	Error	None	TIR Missed: No	0.43
	Metro D Desktop Support	Koung Heng	Natural Resources	Low Resolved	TTR Missed: No	1.56

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INC000000641114	Emily Debois	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.24
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: Yes	6.60
INC000000641116	Sandra Grow	Application	Error	Gmail		TIR Missed: No	0.42
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Resolved	TTR Missed: No	0.42
INC000000641145	Mark Martinez	Application	Error	None		TIR Missed: No	0.46
	Capitol Hosting	Dale Hicks	Natural Resources	High	Resolved	TTR Missed: No	0.53
INC000000641206	Richard Gibbs	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Resolved	TTR Missed: No	0.38
INC000000641278	Tyler Knudsen	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: Yes	6.27
	Rural South Desktop Support	Silas Aitchison	Natural Resources	Low	Resolved	TTR Missed: Yes	6.27
INC000000641401	Joe Helfrich	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.25
INC000000641493	Jerry Schlappi	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000641500	Bruce C Johnson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Danielle Hood	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000641541	Craig Miller	Network	None	None		TIR Missed: No	0.26
	Voice/Data/WAN Services	Craig Thompson	Natural Resources	Low	Resolved	TTR Missed: No	0.26
INC000000641617	Lisha Cordova	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000641618	Alexis Huefner	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000641785	Spencer Weston	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed: No	0.52
	Rural North Desktop Support	Dane Smith	Natural Resources	Low	Resolved	TTR Missed: No	2.36
INC000000641866	Shauna Mosher	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000642125	Tammy Kikuchi	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000642169	Blanche Smith	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000642204	Mike McNaughtan	Telecom	None	None		TIR Missed: No	0.34
	Voice/Data/WAN Services	Spencer Blodgett	Natural Resources	Low	Resolved	TTR Missed: No	0.59
INC000000642213	Angie Van Scoyk	Server	Error	None		TIR Missed: No	0.91
	Metro D Hosting	Donny Ford	Natural Resources	Medium	Resolved	TTR Missed: No	2.55

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INC000000642307	Dawna Capaldi	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000642545	Joe Helfrich	Application	Error	ZENworks for Desktops		TIR Missed: No	0.87
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	2.89
INC000000642721	Stacy Shifflett	Application	Error	None		TIR Missed: No	0.51
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	5.51
INC000000642765	Cheston Slater	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000642771	Pam Martin	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000642786	Shane Freeman	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000642787	Laura Vernon	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000642789	Geoff McNaughton	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000642790	Colleen Keyes	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000642910	Natalie Conlin	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.10
	Rural South Desktop Support	Dan Anthony	Natural Resources	Low	Resolved	TTR Missed: No	5.65
INC000000642981	Jill Marriott	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000643015	James Hatch	Telecom	Voice Mail	Telephone		TIR Missed: No	0.31
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.31
INC000000643372	Kevin Creer	Application	Error	Water Rights.utah.gov		TIR Missed: Yes	1.66
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	1.88
INC000000643407	Wendy Christensen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000643450	Bryson Bruso	Application	Password	Utah Master Directory		TIR Missed: No	0.28
	Help Desk	Eileen Dubach	Natural Resources	Low	Resolved	TTR Missed: No	0.28
INC000000643456	Natalie Boren	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000643499	John Schmidt	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Natural Resources	Low	Resolved	TTR Missed: No	0.00

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INC000000643571	Dana Dolsen	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.01
	Metro D Help Desk	John Robinson	Natural Resources	Low Resolved	TTR Missed: No	0.01
INC000000643575	Lucia Malin	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000643590	Carl Camp	Application	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000643620	George Oliver	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.07
	Metro D Help Desk	Matthew Earl	Natural Resources	Low Resolved	TTR Missed: No	0.11
INC000000643728	Jason Tull	Application	Error	Google Chrome	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low Resolved	TTR Missed: No	0.04
INC000000643730	Jason Tull	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low Resolved	TTR Missed: No	0.03
INC000000643924	Lindy Varney	Application	Error	Gmail	TIR Missed: No	0.24
	Metro D Help Desk	Matthew Earl	Natural Resources	Low Resolved	TTR Missed: No	0.73
INC000000643968	Earlene Russell	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.11
	Metro D Help Desk	John Robinson	Natural Resources	Low Resolved	TTR Missed: No	0.11
INC000000643970	Nathan Robinson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000643981	Brent Epperson	Application	Error	None	TIR Missed: Yes	2.08
	Network Operations	Michael Ostrander	Natural Resources	Medium Resolved	TTR Missed: Yes	4.28
INC000000644062	Ben Bloodworth	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000644063	Dick Buehler	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000644065	Scott Zeidler	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000644085	Laurie Backus	EIS Hardware	PC/Laptop	iPhone	TIR Missed: Yes	3.89
	Application Services	Dustin Crump	Natural Resources	Low Resolved	TTR Missed: Yes	6.84
INC000000644177	Fred Johnson	Application	None	Gmail	TIR Missed: Yes	1.28
	Application Services	Danielle Hood	Natural Resources	Low Resolved	TTR Missed: No	2.50
INC000000644235	Wayne Western	None	None	None	TIR Missed: No	0.67
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Resolved	TTR Missed: No	1.60
INC000000644284	Kendra Woodruff	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Resolved	TTR Missed: No	0.00

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INC000000644286	Kendra Woodruff	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000644287	Emily Debois	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000644468	Lisha Cordova	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000644493	Pam Martin	None	None	None		TIR Missed: Yes	1.15
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Resolved	TTR Missed: No	1.32
INC000000644496	Earlene Russell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000644510	David Nelson	Application	Reporting	PGP		TIR Missed: No	0.44
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Resolved	TTR Missed: No	0.94
INC000000644575	James Mortenson	Application	Password	Utah Master Directory		TIR Missed: No	0.05
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	1.04
INC000000644581	Janette Lucero	PC/Laptop	Hardware	None		TIR Missed: No	0.10
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	2.05
INC000000644599	Jan Morse	None	None	None		TIR Missed: No	0.34
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	1.97
INC000000644611	Nathan Long	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000644694	Paula Dupin-Zahn	Mobile Devices	None	BlackBerry Enterprise Server		TIR Missed: No	0.10
	PDA Billing	Nana Ewusi-emnim	Natural Resources	Low	Resolved	TTR Missed: No	0.52
INC000000644820	Dennis Ingram	Application	Error	PGP		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000644884	Stephine Matkin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000644933	Kirk Forbush	Mobile Devices	Error	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000644989	Laurie Backus	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No	0.08